

Listing of the Claims

1. (Currently Amended) A method for organizing related communication messages comprising:

receiving a first extensible markup language (XML)-based communication message from a first communication device associated with a first user;

receiving a definition file associated with the first XML-based communication message;

parsing the first XML-based communication message using the definition file to identify an XML tag of interest in the XML-based communication message;

using a received ~~the~~ identified XML tag from the first XML-based message to identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based communication message being of a different communication medium than the second XML-based communication message;

identifying the one of the first database or the second database in which the second XML-based communication message is stored;

based on the identification, converting the first XML-based communication message into a converted message having a format associated with the identified one of the first or second database that stores the second XML-based communication message; and

based on the identification, causing the converted message to be stored in association with the second XML-based communication message in the identified one of the first or second database that stores the second XML-based communication message.

2. (Previously Presented) The method as in claim 1, wherein the first XML-based communication message and the second XML-based communication message are substantially related to a same topic .
3. (Original) The method as in claim 1, further comprising enabling a telecommunications service that organizes related communications in one or more databases.
4. (Previously Presented) The method as in claim 1, further comprising:
 - converting a third XML-based communication message into a same format as the converted message when the third XML-based communication message has one or more XML tags that match the XML tags of the first XML-based communication message; and
 - forwarding the converted third XML-based communication message to a database associated with the converted message.
5. (Currently Amended) The method as in claim 1, wherein the ~~first XML-based message comprises~~ definition file is a Document Type Definition.
6. (Previously Presented) The method as in claim 1, further comprising:
 - selecting an initial database when the second XML-based communication message is not identified;
 - converting the first XML-based communication message into a format corresponding to the selected, initial database; and
 - forwarding the converted first XML-based communication message to the selected, initial database.

7. (Previously Presented) The method as in claim 1, further comprising: forwarding the first XML-based communication message to the first communication device when the first XML-based communication message comprises a Document Type Definition.
8. (Previously Presented) The method as in claim 1, wherein the first communication device is at least one of a voicemail server, a facsimile server, an email server, or a web server.
9. (Previously Presented) The method as in claim 1, wherein the format of the one of the first or second database that stores the second XML-based communication message comprises at least one of Oracle, Sybase, MySQL, MsQL, or DB2.
10. (Previously Presented) The method as in claim 1, further comprising: forwarding a responsive XML-based message comprising a Document Type Definition to a mediation web server.
11. (Previously Presented) The method as in claim 1, further comprising: forwarding a confirmation message to at least one of a customer agent or a customer.
12. (Previously Presented) The method as in claim 1, further comprising: forwarding at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.
13. (Previously Presented) The method as in claim 1 wherein the first XML-based communication message is received from a customer agent.

14. (Currently Amended) A system for organizing related communication messages comprising:

a mediation web server operable to:

receive a first XML-based communication message from a first communication device associated with a first user;

receive a definition file associated with the first XML-based communication message;

parse the first XML-based communication message using the definition file to identify an XML tag of interest in the XML-based communication message;

use a received ~~the~~ identified XML tag from the first XML-based communication message to identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based communication message being of a different communication medium than the second XML-based communication message ;

identify the one of the first database or the second database in which the second XML-based communication message is stored;

based on the identification, convert the first XML-based communication message into a converted message having a format associated with the identified one of the first or second database that stores the second XML-based communication message ; and

based on the identification, cause the converted message to be stored in association with the second XML-based communication message in the identified one

of the first or second database that stores the second XML-based communication message.

15. (Previously Presented) The system as in claim 14, wherein the first XML-based communication message and the second XML-based communication message are substantially related to a same topic.

16. (Original) The system as in claim 14, wherein the web server is further operable to enable a telecommunications service that organizes related communications in one or more databases.

17. (Previously Presented) The system as in claim 14, wherein the web server is further operable to:

convert a third XML-based communication message into a same format as a previously converted message when the third XML-based communication message has an XML tag that matches the XML tag of the first XML-based communication message; and forward the converted third XML-based communication message to the one of the first or second database.

18. (Currently Amended) The system as in claim 14, wherein the ~~first XML-based message comprises~~ definition file is a Document Type Definition .

19. (Previously Presented) The system as in claim 14, wherein the web server is further operable to:

select an initial database when the second XML-based communication message is not identified;

convert the first XML-based communication message into a format corresponding to the selected, initial database; and

forward the converted first XML-based communication message to the selected, initial database.

20. (Previously Presented) The system as in claim 14, wherein the web server is further operable to: forward the first XML-based communication message to the first communication device when the first XML-based communication message comprises a Document Type Definition.

21. (Previously Presented) The system as in claim 14 wherein the format of the one of the first or second database that stores the second XML-based communication message comprises at least one of Oracle, Sybase, MySQL, MsQL, or DB2.

22. (Previously Presented) The system as in claim 14 further comprising: at least one communication control device responsive to the mediation web server, the communication control device operable to forward a responsive XML-based message comprising a Document Type Definition.

23. (Previously Presented) The system as in claim 22, wherein the communication control device is at least one of a voicemail server, a facsimile server, an email server, or a web server.

24. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward a confirmation message to at least one of a customer agent or a customer.

25. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.

26. (Cancelled)

27. (Cancelled)

28. (Cancelled)

29. (Previously Presented) A method as defined in claim 1, wherein using the received XML tag from the first XML-based message to identify the second XML-based communication message comprises:

extracting a first portion of data stored in the first XML-based communication message;

retrieving a second portion of data associated with the second XML-based communication message; and

determining if the first portion and the second portion match.

30. (Previously Presented) A method as defined in claim 1, wherein using the received XML tag from the first XML-based message to identify the second XML-based

communication message is performed before converting the first XML-based communication message and before causing the converted message to be stored in the one of the first database or the second database.

31. (Previously Presented) A method as defined in claim 1, wherein the first XML-based communication message comprises one of a voicemail message, a facsimile message, an email message, or an Internet message, and the second XML-based communication message comprises a different one of a voicemail message, a facsimile message, an email message, or an Internet message.

32. (Previously Presented) A method as defined in claim 1, wherein the second XML-based communication message is from a second communication device associated with the first user, the first and second communication devices being of different types.

33. (Previously Presented) A method as defined in claim 1, further comprising:
retrieving the first XML-based communication message and the second XML-based communication message from the one of the first or second database that stores the second XML-based message; and

sending the first XML-based communication message and the second XML-based communication message to a second communication device associated with a service provider.